

## WORKGROUP TECHNOLOGY & PROCESS (#6)

1. **Charge:** Define, design and oversee development of information technology tools and administrative processes to facilitate applying<sup>1</sup>, processing<sup>2</sup>, issuing and maintaining (e.g., revisions and renewals) air permits and other regulatory alternatives. Development will consider external and internal user needs, central office and regional workflow, integrating new regulations, appeal processes and related decision making, the availability of technology, sustainability on a long term basis (staff, dollars), benefits, impacts on other air program activities and necessary training.

Workgroup will make recommendations to APII and AMT. Development of technology tools will be prioritized taking into account available funding, technology and customer needs. Tools will be designed and built in a modular fashion and piloted and tested prior to implementation.

<sup>1</sup>*Applying is meant to also include the development of tools used by a facility, e.g., to evaluate options, determine exemptions, and conduct modeling.*

<sup>2</sup>*The term processing includes administrative handling & tracking of technical review.*

### Products:

- Electronic (permit) applications
- User defined interfaces (screens, forms, webpages)
- Smart (software) applications (applicable requirements)
- Web based (software) applications
- Integrated databases
- Automated reporting
- Automated tracking
- Standardized administrative process
- Process guidance

2. **This group will be responsible for developing technology tools and administrative processes to meet the following targets:**

- Process Targets
  - 1) By December 2004, define a process which ensures that regulated facilities will be covered under just one primary compliance document By December 2005 complete development and begin implementation.
  - 2) By December 2005, develop, document, communicate, and manage an updated, consistent, and accurate process for issuing, renewing, and revising permits. Incorporate procedures for any new regulatory approaches into the process. Update procedures regularly.
  - 3) Answer questions on permit process and permit policy quickly and accurately resulting in a consistent statewide program providing certainty to staff, permittees and the public.
  - 4) Make 100% of permit decisions according to deadlines specified in 2003 WI Act 118.
- Customer Service Targets
  - 1) Track key events of permit applications in "real time". By December 2004, make event tracking and support documents available on the Department's website in a timely manner for all customers. By July 2006, the Air Program will be able to receive and process applications electronically.
  - 2) By January 2005, the Air Program will develop a partnership among the public, business, EPA and internal staff related to the function of permitting and the role of the Department. All parties are aware of how to participate in the permit and permit rule-making processes in a meaningful way.
  - 3) By February 2005, the Air Program will develop methods to ensure that businesses and interested parties have a clear understanding of the content of primary compliance documents; how facilities demonstrate compliance; and how to effectively resolve conflicts with the Air Program.

- Environment Targets
  - 1) The Air Program sets data driven environmental goals and outcomes. By June 2005, demonstrate how the primary compliance document aids in meeting these goals and outcomes by fostering compliance, promoting improved environmental performance and rewarding businesses that go beyond compliance.
  - 2) By January 2005, provide data on the web, which shows the relationship between local air pollution levels and public health. This will be continually evaluated and updated.
- Financial Targets
  - 1) By June 2006, reduce the hours spent per permit review, renewal, and revision by an average of 20-40% while providing equal or better environmental protection.
  - 2) By June 2006, reduce by 40-50% the need to revise or modify permits. This could be accomplished by: sharing draft permits; incorporating flexibility; utilizing, modifying, or expanding exemptions; offering alternatives; or refining existing regulations. Evaluate the results of these strategies to ensure that they are consistent with our environmental and public input goals.
  - 3) Continue allocating resources in alignment with funding constraints, to support program priorities and customer needs.
- Innovation & Learning Target
  - 3) Whenever a new permit regulation or regulatory strategy is developed or updated, the Air Program actively works with partners to ensure there is effective communication, opportunity for input, and an appropriate level of education.

### 3. Expected improvements resulting from workgroup products:

Improvements	Satisfies
Streamline permit issuance & renewal	LAB, Act 118, APII, Grow WI
Improved state-wide consistency	LAB, Act 118, NOD, APII
Improve compliance with administrative requirements	LAB, APII
Improve accountability	LAB, APII
Improve management of the stationary source program	LAB, Act 118, NOD, APII
Support sustainable program activities	NOD, APII
Facilitate combined construction/operation interface	NOD, APII, Grow WI
Improve accessibility of permit compliance information	Act 118, APII

### 4. People/Expertise/Skills to be On the Workgroup: Workgroup will be comprised of 10-12 internal and external people with knowledge of permit process and PC and web-based technology, contracted database developers and programmers.

- DNR staff (11) + Contractors (2)
- General/Registration Permits Workgroup Lead
- Alternative Regulatory Tools Workgroup Lead
- Large industry (2)
- Small business (1)
- Dept of Commerce (1)
- Environmental/public organizations (2)

Resource	FY04-4	FY05-1	FY05-2	FY05-3	FY05-4	FY06-1	FY06-2	Total
System Integration Lead	30	90	90	90	90	90	90	570
Permit IT Lead	75	225	225	225	225	225	225	1425
IS System Development	75	450	450	450	450	450	450	2850
Contractors	0	1000	1000	1000	1000	1000	1000	6000
Construction Permit Eng. (2)	10	160	160	160	160	160	80	970
Operation Permit Eng. (2)	10	160	160	160	160	160	80	970

Resource	FY04-4	FY05-1	FY05-2	FY05-3	FY05-4	FY06-1	FY06-2	Total
Compliance Inspector (2)	10	40	40	40	40	40	20	250
Administrative Assist. (CO)	10	60	60	80	80	80	40	410
Administrative Assist. (Region)	10	20	20	20	20	20	10	120
Legal Support	10	20	20	20	20	20	10	120
General/Reg. Permits Lead*	0	0	0	0	0	0	0	0
Alternative Reg. Tools Lead*	0	0	0	0	0	0	0	0
Industry Representative (2)	20	160	160	160	160	160	80	900
Small Business Representative	10	40	40	40	40	40	20	230
Small Business Clean Air Assist.	10	50	50	50	50	50	50	310
Environmental/Public Reps. (2)	20	60	60	60	60	60	30	350

*\*For communication & coordination purposes only. Assumes no additional hours beyond estimates in individual workgroups.*

Year	Dollars (contracts, hardware & software)
FY05	\$895,000
FY06	\$980,000
FY07	\$400,000
FY08 & beyond	\$100,000 continuing maintenance

**5. Other people or projects this workgroup should coordinate with:** The IT Solutions workgroup will need to closely coordinate with the following workgroups:

- Data Integration (#1)\*
- Public Involvement (#2)
- Stationary Source Strategy (#3)
- Traditional Permits (#4)
- Process Management (#5)
- Alternative Regulatory Tools (#8)
- Compliance (#9)\*
- Emissions & Fees (#10)\*
- General/Registration Permits (#11)
- Air Management Team
- Construction Permit, Operation Permit, Compliance & Modeling Teams

*\*Air Program workgroups outside of the Air Permit Improvement Initiative*

**6. Dependencies – (what products does this workgroup rely on from others, what does this group owe others):** This workgroup is highly dependent on decisions made by all three Phase 1 workgroups. In order to design appropriate IT tools, applications and processes the workgroup needs to have a clear understanding of the following:

- What types of permits/alternative regulatory options will be developed
- What information is needed in order to process the permit/ alternative regulatory option
- Amount of fees that will be charged
- Process measures
- Customer needs

This workgroup is responsible for correctly understanding and implementing the technology and administrative processes products created by the other permit streamlining workgroups.